

# IT contracts

Practice area under  
Technology & Outsourcing

Effective IT contracts are the foundation of any technological investment, ensuring clear agreements and alignment of expectations between all parties. This is crucial to avoid misunderstandings, maximise the investment's return, manage risks, and secure the desired technological innovation.

IT contracts cover a broad range of agreements, from standard software purchases to bespoke development projects. It is essential that each contract accurately reflects the specific nature and complexity of the service or project to avoid future conflicts and strengthen collaboration between the parties involved.

By establishing clear frameworks for usage rights, liability allocation, and consequences of non-compliance, IT contracts ensure that both the customer's and the supplier's expectations and rights are clearly defined. This is particularly relevant in license and SaaS agreements, where the scope of usage rights must cover both current and potentially future needs to prevent and avoid disputes.

It is crucial that agreements concerning operations, hosting, support, and maintenance precisely stipulate who has which obligations and the consequences if these are not fulfilled. For instance, a Service Level Agreement (SLA) can set measurable performance targets and the penalties that apply if these targets are not met.

For development and implementation projects, the choice of project methodology (such as waterfall, agile, or a hybrid model) is critical to the project's success. This decision should be supported by a contract that clearly reflects the chosen methodology and the legal framework ensuring the project's execution and success.

By focusing on creating clear and targeted IT contracts, a client's business can navigate the technological landscape more securely and achieve the best results from their technological investments – while minimising risks and strengthening collaborative relationships.

## Cases

Case News

08.05.2023

Funds advised by Agilitas complete the buy-out of NNIT's IT infrastructure outsourcing business

Case News

15.06.2021

Sentia sells data center

## Ratings



2024 The Legal 500

Within Information Technology and within Telecoms, Plesner is a first tier firm.

"The practice provides to-the-point, pragmatic and business-oriented advice"



2024 Chambers Europe

Plesner is listed in "Band 1" as regards Information Technology.

"Plesner is a full-service law firm with a lot of highly skilled lawyers in many areas"

"The team offers timely advice and is always available for a call to help or assist"



2023 The Legal 500

Within Information Technology and within Telecoms, Plesner is a first tier firm.

"Plesner's team has mastered the art of creating major outsourcing contracts. Both in terms of negotiating the agreement but also in terms of creating a pleasant and respectful negotiation environment"

"Very strong skills and up to date knowledge with a high level of expertise and experience. Legally precise and commercially useful advice"

"The team has great insights within their area of expertise and is able to deliver very qualified advice. They are extremely competent and very friendly"



2023 Chambers Europe

Plesner is listed in "Band 1" as regards Information Technology.

"The lawyers are highly skilled and show a good commercial understanding. They are highly specialised in their areas, and the team altogether has a good breadth"



2022 The Legal 500

Within Information Technology and within Telecoms, Plesner is a first tier firm.

"The team is first of all very competent and are thought leaders within the area. They have developed the Legal Hub, that is a web tool, gathering relevant information to business people within the legal area"

"Plesner provides excellent specialist advice in IT-related matters"

"The Plesner IT practice advises from an in-house business-minded perspective, not from a distanced risk-averse mindset. They also have the technical expertise to understand the software service/product which is being licensed in/out"

"Very competent and professional service"

"High quality legal advice and very good commercial knowledge. Very short response times, continuously able to adjust if requested"



2022 Chambers Europe

Plesner is listed in "Band 1" as regards Information Technology.

"Plesner has the depth and knowledge"

"We always experience a high level of legal and commercial insight and advice with Plesner"

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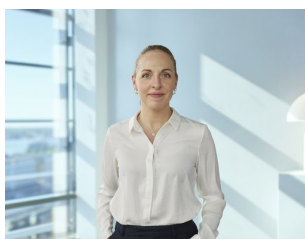
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